



Orleans Parish Communication District 1st Year Wins

City of New Orleans



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1) Successful Consolidation of 3-1-1



3-1-1 Consolidation

On January 2, 2019, 3-1-1 services officially transferred to OPCD control

- Status Quo
 - The City of New Orleans offered 3-1-1 service only via the telephone and during normal business hours
 - Residents were often left in the dark about the status of their request
- Scope
 - The City of New Orleans and the OPCD entered into a Cooperative Endeavor Agreement to bring 3-1-1 under the management of OPCD
 - All current 3-1-1 staff would be offered employment opportunities at OPCD
- *Improvement/Why It Matters*
 - 3-1-1 services are now available 24 hours a day
 - Citizens can submit service requests online and receive updates as their request moves through city government

2) RapidSOS Deployment



RapidSOS Deployment



RAPIDSOS

■ Status Quo

- Location accuracy is one of the most critical components of a 9-1-1 call. If we are unable to determine where the emergency is, help can not be sent.
- 9-1-1 relies on very antiquated and legacy technology for location report which has proven to be very inaccurate.

■ Scope

- RapidSOS has announced a new Next Generation 9-1-1 (NG911) clearinghouse that will store advance location information for smart devices.
- That information will be presented almost instantly to the public safety answering point (PSAP) when the 9-1-1 call is made.

■ *Improvement/Why It Matters*

- In a city heavy with tourist like New Orleans, callers owner have enough information to provide an accurate location.
- RapidSOS will allow OPCD to quickly identify a dispatchable location using all data points (cell tower, WiFi devices, smart phones, etc.)



3) 911 Call Answer Time and Office of Training and Compliance



911 Call Answer Time and Office of Training and Compliance



- 911 Call Answer Time
 - The NFPA requires that OPCD answer 9-1-1 calls within 15 seconds, 95 percent of the time.
 - Currently, OPCD is trending at 98 percent
- Office of Training & Compliance
 - New division staffed by a manager, two supervisors and four specialists who are solely focused on quality control, quality assurance, compliance and the development of training materials.
 - This new division centrally handles all complaints and manages all accreditation efforts.